Free Questions for VERISMF

Shared by Vaughn on 04-10-2024

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Question 1

Question Type: MultipleChoice

In the Management Mesh concept of VeriSM, where should frameworks like ITIL or methodologies like COBIT be included?

Options:

A- Emerging technologies

B- Environment

C- Management practices

D- Resources

Answer:

C

Question 2

Question Type: MultipleChoice

What distinguishes VeriSM from other IT service management approaches?

Options:

A- VeriSM separates IT from other service management practices.

B- VeriSM concentrates exclusively on corporate IT aspects.

C- VeriSM represents a logical evolution of older IT service management practices.

D- VeriSM incorporates all organizational capabilities into its framework.

Answer:

D

Question 3

Question Type: MultipleChoice

What is the primary reason for VeriSM redefining traditional service management?

Options:

A- VeriSM divides service management into separate entities for autonomy.

B- VeriSM is focused solely on the big picture without specific practices.

C- VeriSM incorporates new technologies for digital transformation.

D- VeriSM considers the entire organization as the service provider with integrated capabilities.

Answer:

D

Question 4

Question Type: MultipleChoice

Following the deployment of a new product or service, what does the "Respond" element in the VeriSM model primarily involve?

Options:

A- Creating the service blueprint

B- Creating the solution

C- Providing ongoing support to consumers

D- Producing service components

Answer:

C

Question 5

Question Type: MultipleChoice

What element of the VeriSM model defines the management activities required to meet governance requirements by establishing boundaries and guidelines?

Options:

A- Define

B- Management Mesh

C- Produce

D- Service management principles

Answer:

D

Question 6

Question Type: MultipleChoice

What is the first step in Kotter's Organizational Change Management (OCM) model?

Options:

A- Building a guiding coalition

B- Creating a sense of urgency

C- Generating short-term wins

D- Instituting change

Answer:

B

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